

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	SVRT Ltd	
The provider was registered on:	05/12/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glen Devon	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/12/2022
	Responsible Individual(s)	Govardhan Reddy Mittapalli
	Manager(s)	Monique p
	Maximum number of places	30
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A training matrix is in place to identify training needs of the company for all employed staff to meet compliance. The matrix is monitored by management and staff are notified of training that is becoming due. Time is allocated for staff to complete all training to meet training compliance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise through indeed and ensure we carry out a rigorous recruitment process, ensuring all employment checks are made and that all potential employees are suitably qualified and experienced to carry out their role. Staff receive support, training, professional development, supervisions and appraisals that are necessary to carry out their roles and responsibilities and in turn this aids in the retention of staff

## Service Profile

### Service Details

Name of Service	Glen Devon
Telephone Number	01745341596
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	27
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Fees Charged

The minimum weekly fee payable during the last financial year?	700
The maximum weekly fee payable during the last financial year?	700

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The arrangements made for consulting people who use the service about the operation of the service was achieved by holding meetings, discussions, newsletters and displaying information on the notice boards.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The outside space provides a secure and specially designed outdoor environment to the rear and side of the property, which has specialist safety flooring. The pathway links the inside to the outside via a circular pathway route. As the residents follow the path that connects the two patios to the heart of the home there are recessed seating areas to encourage people to sit and relax.
Provide details of any other facilities to which the residents have access	There is a home kitchen for residents use, promoting the continued use of simple life long skills, with support.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People feel that their voices are heard and that they have choice about their care and support and these opportunities are achieved by consulting with people before admission and creating a person centered care plan and ensuring that residents have overall choice about their care and support by being involved with the care planning process and being regularly consulted and having care needs reviewed.</p> <p>All people using the service are encouraged to have a voice and control over their decisions, ensuring that wishes and feelings are respected and taken into consideration, so people can feel empowered to speak up about their own choices and views.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People feel happy and supported to maintain their ongoing health, development and overall wellbeing. people are supported to maintain their health by having regular reviews, attending appointments, check ups and seeing relevant services when required to maintain good health. People are supported with treatments.</p> <p>People are encouraged and supported to maintain good physical health and wellbeing by staying active, eating and sleeping well and seeing their GP on a regular basis. people are also supported to maintain good relationships and encouragement is provided to maintain regular visits with family and friends.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>people feel safe and protected from abuse and neglect. People are protected in relation to their health, wellbeing and human rights, which enables them to live free from harm, abuse and neglect. this is achieved by protecting peoples rights to live in safety, free from abuse and neglect. It involves people and organisations working together to prevent risk of abuse or neglect and making sure people's wellbeing is promoted and by taking peoples views, wishes and feeling and beliefs into account.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People feel supported with their wellbeing and to achieve their outcomes. This is achieved by adopting a person centered approach and reflecting the persons needs and wishes as a whole and ensuring all needs and outcomes are met in relation to care and support and the individuals wellbeing.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	18
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	28
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	28
Health & Safety	28
Equality, Diversity & Human Rights	28
Infection, prevention & control	28
Manual Handling	28
Safeguarding	28
Medicine management	28
Dementia	28
Positive Behaviour Management	28
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

#### Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid

#### Contractual Arrangements

No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	22
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
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No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff	
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Does your service structure include roles of this type?	No
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Other types of staff	
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Does your service structure include any additional role types other than those already listed?	No
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